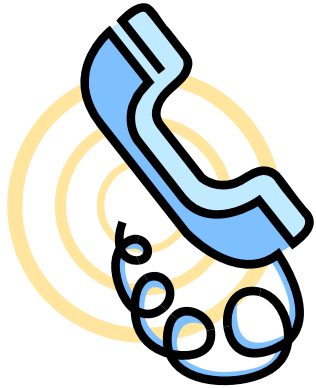




Customer Service



Virtual Gateway Customer Service

Phone: (800) 421 – 0938

Monday – Friday 8:30 am – 5 pm

Please leave a voicemail if calling after hours.



Customer Service is available to assist you with...

- General questions about the Virtual Gateway
- Technical questions or system issues
- Virtual Gateway password resets
- Virtual Gateway publication orders
- If Customer Service cannot resolve your issue immediately, we will issue a ticket number, provide a workaround, and continue working to resolve the problem.

Please be prepared to provide the following...

- Name, organization, phone number, and email address
- Application Number (if applicable)
- Screen/field you were working on (if applicable)
- Description of the issue or error message (if applicable)
- How critical is the issue? Is it preventing you from doing your work?



Customer Service: Password Policy

The following rules apply to all Virtual Gateway User IDs and Passwords:

- Virtual Gateway operations will assign you a user ID and temporary password
- Your user ID and password will be emailed to you or your organization's security administrator
- The first time you log in, a pop-up appears, prompting you to change your password
 - Pop-up blockers must be disabled to change your password; it can be enabled once your password is changed.
 - Passwords must be between 8 and 12 characters long
 - Passwords must include at least one alpha character and at least one number
 - Passwords are case sensitive
- If you need your password reset, call Virtual Gateway Customer Service
 - Be prepared to provide your PIN number

Virtual Gateway Customer Service
1-800-421-0938